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US 5471302 A	US/PAT	19851122	100 Medical network management system and process	6000000	12/09/2020; 70592 Talmori; Joseph P. et al.
US 5842023 A	US/PAT	19901110	101 Apparatus and method for extracting and communicating data from multiple data sources	7077104.1	Kellogg, Ronald D. et al.
US 5875357 A	US/PAT	19871007	102 Medical network management system and process	7078142.17	Stalnaker, Alexander et al.
US 5784222 A	US/PAT	19800000	103 System for conducting communications via customer contact center	7078142.17	Talmori; Joseph P. et al.
US 5862022 A	US/PAT	19860110	20 Mechanism for dependency managing with synchronization and reconnection	7078204	Bellamy; Thomas Howard et al.
US 5862121 A	US/PAT	19860120	60 Method and apparatus for providing support to a user through a computer system and a telephone system	7078211.02	70592 Talmori; Joseph P. et al.
US 5677313 A	US/PAT	19800023	20 System and method for supporting an application program	7078214	4340222; 4340225; Leibert; Michael J. et al.
US 5654700 A	US/PAT	19800021	35 Matching operations among multiple domains	7078224	708/223; 708/227; Selsdon; James A. et al.
US 6002050 A	US/PAT	20000016	Computer assisted mode implementation process and architecture for an electronic account creation, maintenance and administration for an electronic account statement program	707829	70592; 70593; 7 Edelman; Fredric M.
US 6020000 A	US/PAT	20000001	41 Computer system for interactive help using human-understandable knowledge and computer-implemented knowledge	707830	708/11; 708/45; 71 Giebel; Kazuyuki et al.
US 6236777 B1	US/PAT	20010022	50 Computer implemented marketing system	7078310	705/4; 705/25; Verbiest; Stephan M. et al.
US 6271467 B1	US/PAT	20010007	50 System for data collection and matching compatible profiles	7078311	Durand; Pierre E. et al.
US 6281701 B1	US/PAT	20010011	10 Web browser remote control management system	7078323	705/20; 705/25; Haynes; Barry D. et al.
US 6457005 B1	US/PAT	20020024	10 Method and system for visual management of consumer information	7078325	Terry; David R. et al.
US 620020023 A1	US-POP/US	20020020	20 Consumer	7078327	708/223; 708/227; Shabotov; Dmitry et al.
US 4872677 A	US/PAT	19910122	11 Method and apparatus for providing 800 number service	7078329	708/11; 708/45; 71 Giebel; Kazuyuki et al.
US 5191250 A	US/PAT	19900119	12 Call tracking user information in a telephone environment	7078329	708/11; 708/45; 71 Giebel; Kazuyuki et al.
US 5420050 A	US/PAT	19900021	13 System and method for controlling outgoing and incoming calls in a telephone communication system	7078329	708/11; 708/45; 71 Giebel; Kazuyuki et al.
US 5356404 B1	US/PAT	19910111	42 Telecommunications application controlled call processing and messaging	7078337	708/207; 708/208; Chinchali; Arnold et al.
US 5356445 A	US/PAT	19910111	18 Separation	7078350	708/207; 708/208; Chinchali; Arnold et al.
US 5462474 A	US/PAT	19900026	19 System, data processing method and programs to provide a programmable interface between a workstation and an archive server	70783512	708/207; 708/208; Miller; Steven K. et al.
US 5420052 A	US/PAT	19900026	20 A automatically store telephone transaction information	7078352	708/207; 708/208; Miller; Steven K. et al.
US 5442023 A	US/PAT	19900022	10 Management system for a selected online documentation having	7078354	Hopkins; Tong D.
US 5474712 A	US/PAT	19910120	10 Calling center equipped with a central reporting system	7078358	708/207; 708/208; Hwang; Daniel D.
US 5481747 A	US/PAT	19900102	12 User selectable expert system	7078361	708/207; 708/208; Bremby; Bill E. et al.
US 5492510 A	US/PAT	19900012	13 Arrangement for alerting salesperson sign-off schedule notification	7078365	708/207; 708/208; Kaplan; Gary O.
US 5492511 A	US/PAT	19900012	10 and scheduling functions	708/11; 708/47; Klein; Thomas A. et al.	
US 5492512 A	US/PAT	19900012	22 Case-based reasoning system	708/48	708/207; 708/208; Klein; Thomas A. et al.
US 5492513 A	US/PAT	19900012	7 New and improved system	708/48	708/207; 708/208; Klein; Thomas A. et al.
US 5492514 A	US/PAT	19900012	10 Processor and method for simulating operation of an automatic call	7078366	708/207; 708/208; Klein; Thomas A. et al.
US 5492515 A	US/PAT	19900012	10 Processor	7078367	708/207; 708/208; Klein; Thomas A. et al.
US 5492516 A	US/PAT	19900012	10 Processor and methods for retrieving information	7078368	708/207; 708/208; Klein; Thomas A. et al.
US 5492517 A	US/PAT	19900012	5 Integration of case-based search engine into Web database	7078369	708/207; 708/208; Klein; Thomas A. et al.
US 5492518 A	US/PAT	19900012	32 Customer contact management system	7078377	707/11; 707/104; 1 Cormier; Paul Scott et al.
US 5492519 A	US/PAT	19900007	9 A method and procedure for generating dynamic web pages by invoking	7108311	707/10; 707/104; 1 Cormier; Paul Scott et al.
US 5492520 A	US/PAT	19900007	10 A method and procedure for generating dynamic web pages and directory, particularly for the	7078377	708/207; 708/208; Weilinger, Jr.; Ralph E. et al.
US 5492521 A	US/PAT	19900007	23 World wide web	7078378	708/207; 708/208; Weilinger, Jr.; Ralph E. et al.
US 5492522 A	US/PAT	19900007	10 Participant of a collaborative application thereby allowing concurrent	7078379	708/207; 708/208; Anseth; Catherine Natasia et al.
US 5492523 A	US/PAT	19900007	10 A solution of collaborative and non-collaborative applications	7078380	708/207; 708/208; Granci; Charles A. et al.
US 5492524 A	US/PAT	19900007	10 Internet-based system and method for corrective delivery of	7078381	708/207; 708/208; He; Robert J.
US 5492525 A	US/PAT	19900007	10 Knowledge-based system for electronic mail reply lists	7078382	708/207; 708/208; Hwang; Daniel D.
US 5492526 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078383	708/207; 708/208; Hwang; Daniel D.
US 5492527 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078384	708/207; 708/208; Hwang; Daniel D.
US 5492528 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078385	708/207; 708/208; Hwang; Daniel D.
US 5492529 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078386	708/207; 708/208; Hwang; Daniel D.
US 5492530 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078387	708/207; 708/208; Hwang; Daniel D.
US 5492531 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078388	708/207; 708/208; Hwang; Daniel D.
US 5492532 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078389	708/207; 708/208; Hwang; Daniel D.
US 5492533 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078390	708/207; 708/208; Hwang; Daniel D.
US 5492534 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078391	708/207; 708/208; Hwang; Daniel D.
US 5492535 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078392	708/207; 708/208; Hwang; Daniel D.
US 5492536 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078393	708/207; 708/208; Hwang; Daniel D.
US 5492537 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078394	708/207; 708/208; Hwang; Daniel D.
US 5492538 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078395	708/207; 708/208; Hwang; Daniel D.
US 5492539 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078396	708/207; 708/208; Hwang; Daniel D.
US 5492540 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078397	708/207; 708/208; Hwang; Daniel D.
US 5492541 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078398	708/207; 708/208; Hwang; Daniel D.
US 5492542 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078399	708/207; 708/208; Hwang; Daniel D.
US 5492543 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078400	708/207; 708/208; Hwang; Daniel D.
US 5492544 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078401	708/207; 708/208; Hwang; Daniel D.
US 5492545 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078402	708/207; 708/208; Hwang; Daniel D.
US 5492546 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078403	708/207; 708/208; Hwang; Daniel D.
US 5492547 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078404	708/207; 708/208; Hwang; Daniel D.
US 5492548 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078405	708/207; 708/208; Hwang; Daniel D.
US 5492549 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078406	708/207; 708/208; Hwang; Daniel D.
US 5492550 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078407	708/207; 708/208; Hwang; Daniel D.
US 5492551 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078408	708/207; 708/208; Hwang; Daniel D.
US 5492552 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078409	708/207; 708/208; Hwang; Daniel D.
US 5492553 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078410	708/207; 708/208; Hwang; Daniel D.
US 5492554 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078411	708/207; 708/208; Hwang; Daniel D.
US 5492555 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078412	708/207; 708/208; Hwang; Daniel D.
US 5492556 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078413	708/207; 708/208; Hwang; Daniel D.
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US 5492558 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078415	708/207; 708/208; Hwang; Daniel D.
US 5492559 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078416	708/207; 708/208; Hwang; Daniel D.
US 5492560 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078417	708/207; 708/208; Hwang; Daniel D.
US 5492561 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078418	708/207; 708/208; Hwang; Daniel D.
US 5492562 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078419	708/207; 708/208; Hwang; Daniel D.
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US 5492564 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078421	708/207; 708/208; Hwang; Daniel D.
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US 5492567 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078424	708/207; 708/208; Hwang; Daniel D.
US 5492568 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078425	708/207; 708/208; Hwang; Daniel D.
US 5492569 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078426	708/207; 708/208; Hwang; Daniel D.
US 5492570 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078427	708/207; 708/208; Hwang; Daniel D.
US 5492571 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078428	708/207; 708/208; Hwang; Daniel D.
US 5492572 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078429	708/207; 708/208; Hwang; Daniel D.
US 5492573 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078430	708/207; 708/208; Hwang; Daniel D.
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US 5492582 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078439	708/207; 708/208; Hwang; Daniel D.
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US 5492586 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078443	708/207; 708/208; Hwang; Daniel D.
US 5492587 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078444	708/207; 708/208; Hwang; Daniel D.
US 5492588 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078445	708/207; 708/208; Hwang; Daniel D.
US 5492589 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078446	708/207; 708/208; Hwang; Daniel D.
US 5492590 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078447	708/207; 708/208; Hwang; Daniel D.
US 5492591 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078448	708/207; 708/208; Hwang; Daniel D.
US 5492592 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078449	708/207; 708/208; Hwang; Daniel D.
US 5492593 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078450	708/207; 708/208; Hwang; Daniel D.
US 5492594 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078451	708/207; 708/208; Hwang; Daniel D.
US 5492595 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078452	708/207; 708/208; Hwang; Daniel D.
US 5492596 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078453	708/207; 708/208; Hwang; Daniel D.
US 5492597 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078454	708/207; 708/208; Hwang; Daniel D.
US 5492598 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078455	708/207; 708/208; Hwang; Daniel D.
US 5492599 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078456	708/207; 708/208; Hwang; Daniel D.
US 5492600 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078457	708/207; 708/208; Hwang; Daniel D.
US 5492601 A	US/PAT	19900007	17 Knowledge-based system for electronic mail reply lists	7078458	708/207; 708/208; Hwang; Daniel D.
US 5492602 A	US/PAT	19900007			

<i>Scan</i>	BRS	S1	86 mcscherry.in. <i>Scanned</i>	US-PGPUB; USPAT	10/28/2004 8:01
-	BRS	S2	1176 help adj desk	US-PGPUB; USPAT	10/26/2004 11:32
-	BRS	S5	971 knowledge adj management	US-PGPUB; USPAT	10/26/2004 11:33
<i>Read</i>	BRS	S7	3786 call adj center	US-PGPUB; USPAT	10/26/2004 11:33
<i>Read</i>	BRS	S9	1 (hr (human adj resource)) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:36
<i>Read</i>	BRS	S10	17 (law legal) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:38
<i>Scan</i>	BRS	S11	62 pre adj paid adj services	US-PGPUB; USPAT	10/26/2004 11:38
-	BRS	S4	152 S2 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S12	971 knowledge adj management	US-PGPUB; USPAT	10/26/2004 13:25
<i>Scan</i>	BRS	S13	71 S12 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:25
-	BRS	S14	3786 call adj center	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S15	493 S14 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
-	BRS	S16	0 S13 and S15 professional same service same provider same	US-PGPUB; USPAT	10/26/2004 13:53
	BRS	S17	166 network ("5664115" "5878416" "5940812" "5974406" "6061681" "6216132" "6272467" 8 "6311178").PN. business same service same provider same	US-PGPUB; USPAT	10/26/2004 13:53
<i>Read</i>	BRS	S18	4151 (marketplace network internet)	US-PGPUB; USPAT; USOCR	10/26/2004 13:57
<i>Scan</i>	BRS	S19	220 S19 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 14:10
<i>Read</i>	BRS	S20	("5230052" "5245615" "5390324" 6 "5444850" "5455933" "5596711").PN.	US-PGPUB; USPAT	10/26/2004 14:10
<i>Read</i>	BRS	S21	3 help adj ticket	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
<i>Read</i>	BRS	S22	("5742762" "5908469" "5968116" "5996010" "5999179" "6006333" "6044465"	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
<i>Read</i>	BRS	S23	9 "6088515" "6145001").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 14:18
<i>Read</i>	BRS	S24	8 remedy.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
<i>Scan</i>	BRS	S25	0 ehelpdesk	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
	BRS	S26	0 e adj help adj desk	US-PGPUB; USPAT; USOCR	10/26/2004 14:20
	BRS	S27	0 e adj Human adj Resources	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
	BRS	S28	0 administaff.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
<i>Read</i>	BRS	S29	4 human adj resources adj outsourc\$6	US-PGPUB; USPAT; USOCR	10/26/2004 14:22
<i>Read</i>	BRS	S30	1 ("58983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 14:53
	BRS	S31	2 ("5983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 15:05
<i>Scan</i>	BRS	S32	899 decision adj support adj system	US-PGPUB; USPAT	10/26/2004 15:05
	BRS	S33	251 S32 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 15:05
-	BRS	S34	3786 call adj center	US-PGPUB; USPAT	10/26/2004 15:18
-	BRS	S35	493 S34 and @py<="2000" ("5455903" "5463682" "5621789"	US-PGPUB; USPAT	10/26/2004 15:18
<i>Read</i>	BRS	S36	6 "5754636" "5898772" "5923737").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
-	BRS	S37	958 customer adj relationship adj manage\$6	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
-	BRS	S38	3 S37 and @py<="2000"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
<i>Scan</i>	BRS	S39	246 S37 and @py<="2002"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
	BRS	S40	25 S37 and @py<="2001"	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
	BRS	S41	46 siebel.as.	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
↓	BRS	S42	145 sales adj force adj automation ("4359631" "4553206" "4670798" "4706212" "4775935" "4863384" "4899292" "4899299" "4905094" "4992939" "4992940" "5053956" "5056029" "5072536" "5099422" "5117354" "5212634"	US-PGPUB; USPAT	10/28/2004 8:01
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<i>Scan</i>	BRS	S44	32 referral adj network	US-PGPUB; USPAT; USOCR	10/28/2004 8:07
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	BRS	S46	3 ("5832497" "5963951" "6108493").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:17
	BRS	S47	1 ("6457005").URPN.	USPAT	10/28/2004 8:17
↓	BRS	S48	("5214745" "5515477" "5930764"	US-PGPUB; USPAT; USOCR	10/28/2004 8:18
	BRS	S49	4 "5970064").PN.	USPAT	10/28/2004 8:18
	BRS	S50	14 ("6236977").URPN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:19

File 148:Gale Group Trade & Industry DB 1976-2004/Oct 15
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File 16:Gale Group PROMT(R) 1990-2004/Oct 27
(c) 2004 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2004/Oct 27
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DIALOG
10/27/04

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S8 74918 CALL(W) CENTER
S11 36919 KNOWLEDG? (W) MANAG?
S12 44409 HELP (W) DESK
S13 182 S10 AND S11 AND S12

Set	Items	Description
S1	1914	HELPLINE
S2	1808	RD (unique items)
S3	1162	S2 NOT PY=>2001
S4	71980	3 AND DATABASE
S5	142	S3 AND DATABASE
S6	9	S5 AND (HELP(W) DESK OR CALL(W) CENTER)

File 13:BAMP 2004/Oct W3
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(c) 2004 EIU Magazines
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